

## **APPENDIX A**

### **SIPRNET SUPPORT CENTER (SSC)**

## **APPENDIX A. SIPRNET SUPPORT CENTER (SSC)**

The SIPRNET Support Center (SSC) is located at Government Systems, Inc., Chantilly, Virginia and is funded by DISA to provide general user services to SIPRNET users via telephone, electronic mail, and U.S. postal mail.

The SSC works closely with the network Host Administrators, domain administrators, network coordinators, network protocol groups, vendors, contractors, Government agencies, and military sponsors to assist new users and potential subscribers in obtaining pertinent network information.

Databases and information servers of interest to network users are provided, including the WHOIS registry of network users, the SSC/Query browsing system, and the SIPRNET Domain Name Service. The SSC maintains the Request for Comments (RFC) collection. Many of the on-line files are available through the SSC's automatic mail service, *SERVICE@SSC.SMIL.MIL*.

The SSC registers SIPRNET nodes and domains, assigns IP network numbers and Autonomous System Numbers for SIPRNET entities, and provides domain name system server files to the SIPRNET community. The SSC also registers SIPRNET users and issues SIPRNET Comm Server cards.

### **A.1 Help Desk**

Toll-free telephone service is available Monday through Friday, 7 am to 7 pm, Eastern Standard time. Users who experience problems with using the network in general are encouraged to make use of this service.

|                |                |
|----------------|----------------|
| Toll-free:     | 1-800-582-2567 |
| International: | 1-703-802-8202 |

### **A.2 SSC On-line Mailboxes**

To contact the SSC via electronic mail 24 hours a day, 7 days a week, use these mailboxes:

|                                |                                                  |
|--------------------------------|--------------------------------------------------|
| <i>ssc@ssc.smil.mil</i>        | General user assistance, document requests       |
| <i>REGISTRAR@ssc.smil.mil</i>  | User registration and WHOIS updates              |
| <i>HOSTMASTER@ssc.smil.mil</i> | Host, domain, network changes and updates        |
| <i>SERVICE@ssc.smil.mil</i>    | Automatic Mail service                           |
| <i>Security@ssc.smil.mil</i>   | General security-related information and support |

### **A.3 SSC U.S. Postal Address**

Send U.S. postal mail correspondence to:

SIPRNET Network Information Center  
14200 Park Meadow Dr., Suite 200  
Chantilly, VA 22021

### **A.4 Documents Distributed by the SSC**

The SSC distributes the documents shown in Table A-1, all of which are available in hard copy and some of

which are available on-line. Many of these documents are deposited at the Defense Technical Information Center (DTIC). An annotated list of SSC publications is found in the file *netinfo/nic-pubs.txt* on *ssc.smil.mil*.

**Table A-1. SSC Documents**

| <b>Title</b>                                                                                                                                                                                                                                                                                    | <b>Online Filename*</b>                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| SIPRNET New User Guide                                                                                                                                                                                                                                                                          | <i>netinfo/nug.doc</i>                  |
| SIPRNET Newsletters                                                                                                                                                                                                                                                                             | <i>ddn-news/ddn-news-NN.txt</i>         |
| SIPRNET Management Bulletins                                                                                                                                                                                                                                                                    | <i>ddn-news/ddn-mgt-bulletin-NN.txt</i> |
| SIPRNET Security Bulletins                                                                                                                                                                                                                                                                      | <i>security/ddn-security-YYNN</i>       |
| <b>SIPRNET Announcements</b>                                                                                                                                                                                                                                                                    |                                         |
| FYIs                                                                                                                                                                                                                                                                                            | <i>fyi/fyiNN.txt</i>                    |
| FYIs Index                                                                                                                                                                                                                                                                                      | <i>fyi/fyi-index.txt</i>                |
| RFCs                                                                                                                                                                                                                                                                                            | <i>rfc/rfcNNN.txt</i>                   |
| RFC Index                                                                                                                                                                                                                                                                                       | <i>rfc/rfc-index.txt</i>                |
| * In the file names, the “nnn” should be replaced by the number of the newsletter, bulletin or RFC. For Security Bulletins, “YYNN” refers to the year the bulletin was issued followed by the number of the bulletin for that year. For example “9001” is the first bulletin published in 1990. |                                         |

To retrieve a document whose file name is listed in Table A-1, open a File Transfer Program (FTP) connection to the *ssc.smil.mil* host, log in as user **ANONYMOUS** and provide the password **GUEST**. Retrieve the desired file.

## **A.5 On-line Information Servers**

SSC on-line services are available 24 hours a day, 7 days a week.

**A.5.1 WHOIS.** WHOIS is an SSC program that provides an electronic “white pages” of network users. It lists the name, network mailbox, postal address, and telephone number, for all registered users. Node, domain, Comm Server, and network information may be obtained from WHOIS as well. A WHOIS search capability is available on the World Wide Web page <http://ssc.smil.mil/cgi-bin/whois>.

### **Accessing WHOIS**

From a SIPRNET host, use TELNET to connect to host *ssc.smil.mil*. When greeted by the SSC host, type “**WHOIS**” and press <return>.

WHOIS may also be run from a local host. WHOIS user programs are available from the SSC for several operating systems. Contact the SSC for sources.

**A.5.2 SSC/Query.** SSC/QUERY contains host information, protocol and other document information, and access to WHOIS.SSC/QUERY is geared toward novice or casual users.

### Accessing QUERY

From a SIPRNET host, TELNET to the host *ssc.smil.mil*. Type **SSC** and press <return> when greeted by the SSC host.

**A.5.3 Root Domain Name Server.** The SSC is responsible for generating and installing the DNS files into the *NS.ssc.smil.mil* root server and the six alternate root servers three times per week.

## A.6 On-line Files

The SSC maintains a number of on-line files that are available to network subscribers via FTP or use of this Web page. These files contain information about protocols, site personnel, hosts, and other subjects relevant to network users. See the *netinfo/00netinfo-index.txt* file for an index to the files in the *netinfo* directory. See also the *SIPRNET New User Guide* or contact the SSC Help Desk for more information. Other publicly accessible directories include *RFC* and *SECURITY*.

**A.6.1 How to Retrieve SSC Files Using FTP.** To retrieve any of the SSC's public files via your local FTP application, connect to the SSC's host, and log in as **ANONYMOUS** with password *GUEST.FTP*. The program use varies slightly from host to host, so please consult your Host Administrator for instructions, if needed. Access to the SSC anonymous database of files can also be gained through almost any capable web server by pointing your web browser to the address: *ftp://ssc.smil.mil*.

At any point in the session, the user may press and hold <shift> (on the keyboard) and click on the appropriate file (with the mouse) to download a copy of the file directly to the client from which the user is running web browser. The user could also click the pointer on the file he or she wishes to view, and then save the file to the hard drive by selecting **File... Save...** from the top menu bar of the web browser, such as Netscape.

**A.6.2 How to Use the SSC's Automated Mail Service.** *SERVICE@ssc.smil.mil* is an automated service provided by SSC. It allows access to SSC documents and information via ordinary electronic mail. This is especially useful for users who do not have access to the SSC.

To use the mail service, send a mail message to *SERVICE@.ssc.smil.mil*. In the SUBJECT field, request the type of service you wish, followed by any needed arguments. The message body is normally ignored. Large files will be broken into smaller separate messages. The information you request will be sent back to you as soon as possible.

The SSC services currently available are listed in Table A-2.

**Table A-2. SSC Services**

| On-Line Files   | Action                                                                                                      |
|-----------------|-------------------------------------------------------------------------------------------------------------|
| HELP            | This message; a list of current services.                                                                   |
| INDEX           | Returns the master list of available index files.                                                           |
| INTERNET-DRAFTS | xxx, where xxx is a file name.                                                                              |
| NETINFO xxx     | xxx is a file name or the word INDEX.                                                                       |
| RFC nnn         | nnn is the RFC number or the word INDEX.                                                                    |
| RFC nnn.PS      | To retrieve an available Postscript RFC. Check RFC INDEX for form of RFC.                                   |
| FYI nnn         | nnn is the FYI number or the word INDEX.                                                                    |
| FYI nnn.PS      | To retrieve postscript versions of FYI files.                                                               |
| SEND xxx        | xxx is a fully specified file name.                                                                         |
| WHOIS xxx       | Returns information about xxx from the WHOIS service. Use “WHOIS HELP” for information on how to use WHOIS. |

Example SUBJECT lines:

```
HELP
RFC 822
RFC INDEX
RFC 1119.PS
FYI 1
INTERNET-DRAFTS 1ID-ABSTRACTS.TXT
NETINFO DOMAIN-TEMPLATE.TXT
SEND RFC:ASSIGNED-NUMBERS.TXT
SEND INTERNET-DRAFTS:DRAFT-IETF-IWG-BGP-OO.TXT
WHOIS Boyd, Joesph
```

## **A.7 User Registration**

Node Administrators have the overall responsibility for registering their users. When new users acquire accounts on SIPRNET hosts, their Node Administrator must complete a SSC-generated template to register them in the SSC database. Names and addresses of Node Administrators are found on the *ssc.mil.mil* host in the files *netinfo/mil-host-administrators-a-l.txt* and *netinfo/mil-host-administrators-m-z.txt*.

Upon successful completion of the template, end users will be issued Communications Server Cards which are needed to access the network. This card contains a unique User ID and an access code that enables a person to gain remote dial-in access.

## **A.8 Host, Domain, Network Number, IN-ADDR, and ASN Registration**

The SSC is responsible for the registration of hosts, domains, IP networks, and Autonomous Systems Numbers (ASNs) used by various DoD Services and agencies.

Military domains are registered via the domain template found in *netinfo/domain-template.txt*. Information regarding the root servers is kept in *domain/root.cache*.

Military network number assignments are made when a network POC completes the template in *netinfo/internet-number-template.txt* and returns the template to Hostmaster.

To provide an address to host name reverse resolution, military IN-ADDR domains are registered within the domain root servers via an IN-ADDR template sent to the HOSTMASTER mailbox. This template can be found in *netinfo/in-addr-template.txt*.

The SSC assigns military ASNs when the template found in *netinfo/asn-template.txt* is sent to *HOSTMASTER@ssc.smil.mil*. A complete listing of assigned ASNs is found in *netinfo/asn-template.txt*, as well as, in the SSC WHOIS database.

POC information is extracted from domain, network number, and ASN templates and individuals that are not already registered are given records in the WHOIS database.

## **A.9 Security Coordination Center**

The SSC is the site of the SIPRNET Security Coordination Center (SCC). The SSC acts in conjunction with the SIPRNET Network Security Officer to coordinate actions regarding security incidents and network vulnerabilities. The SCC relays security-related information to the Network Security Officer and works with the Security Officer to handle network security problems. In addition, the SCC issues DISN and SIPRNET Security Bulletins to network users. The SCC can be contacted in these ways:

E-Mail: *security@ssc.smil.mil*

Phone: 1-800-582-2567  
1-703-802-8202

Postal mail: SIPRNET Support Center  
14200 Park Meadow Dr., Suite 200  
Chantilly, VA 22021

Phone hours: 7 am to 7 pm Eastern Standard Time